

# Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☐ EXISTING POSITION

## Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Dept. for Children and Families		9. Position No. K0133638	10. Budget Program Number		Agency Number	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Administrative Assistant			
3. Division Wichita Area DCF			12. Proposed Class Title			
4. Section Administrative Services	For  Use  By  Personnel  Office	13. Allocation				Position Number
5. Unit Call Center		14. Effective Date				
6. Location (address where employee works)  City Wichita County Sedgwick		15. By	Approved			
7. (circle appropriate time) Full time Perm. Inter. Part time Temp. %		16. Audit Date: By: Date: By:				
8. Regular hours of work: (circle appropriate time)  FROM: 8 AM To: 5 PM	17. Audit Date: By: Date: By:					

## PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

The purpose of this position is to provide clients, community partners and the public prompt and courteous customer service by answering questions, routing telephone calls to the correct informational resource. Demonstrates knowledge of information regarding client's case, agency and community resources and is respectful of the client's right to confidentiality.

Joleen Webb	Program Consultant	K0000206873
19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?		
<b>Name</b>	<b>Title</b>	<b>Position Number</b>

Who evaluates the work of an incumbent in this position?		
<b>Name</b>	<b>Title</b>	<b>Position Number</b>

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20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

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21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

**Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task.** Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	
1. 50%	E	Answer and access phone calls, complaints and issues coming into the Wichita Region. These come in from our clients, general public, call center, management and community partners. Demonstrates knowledge of information regarding resources and is respectful to the client and to their right to confidentiality.
2. 35%	E	Retrieves information from many different computer systems according to policy and procedures to answer questions pertaining to the above under the direction of the supervisor and Assistant Regional Director. Complies with all HIPPA regulations.
3. 15%	E	Attends group training and conferences in order to acquire knowledge of agency policies and procedures. Back up other administrative assistants as needed. Complete other duties and projects as assigned to meet agency needs.  Works in a harmonious and cooperative fashion with other staff to provide efficient and effective customer services. Uses free time as available to assist other staff in completion of work assignments, perform other tasks as assigned by Supervisor. Contributes to a positive work environment through a positive, helpful and courteous demeanor towards staff, customers and the general public. Adheres to appropriate standards of conduct regarding the use of leave, dress code and working hours.

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22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:

- ( ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.  
( ) Plans, staffs, evaluates, and directs work of employees of a work unit.  
( ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name	Title	Position Number
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23. Which statement best describes the results of error in action or decision of this employee?

- ( x ) Minimal property damage, minor injury, minor disruption of the flow of work.  
( ) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.  
( ) Major program failure, major property loss, or serious injury or incapacitation.  
( ) Loss of life, disruption of operations of a major agency.

Please give examples.

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

The call center agents are consistently on the phone with the public and other employees. The majority of their day is spent taking calls for all departments of the agency.

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25. What hazards, risks or discomforts exist on the job or in the work environment?

This position may encounter hostile, angry or upset people when disseminating or receiving information on the phone. Long periods of time are spent on a computer.

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Computer, telephone and copy machines are used daily.

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**PART III - To be completed by the department head or personnel office**

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27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

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Education or Training - special or professional-

Minimum qualifications as stated in the State of Kansas Class Specifications

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Licenses, certificates and registrations-none

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Special knowledge, skills and abilities

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Experience - length in years and kind –

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**28. SPECIAL QUALIFICATIONS**

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

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Signature of Employee

Date

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Signature of Personnel Official

Date

**Approved:**

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Signature of Supervisor

Date

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Signature of Agency Head or  
Appointing Authority

Date